DHL INTRASHIP USER GUIDE.
TIME DEFINITE SERVICES (INTERNATIONAL AND DOMESTIC)

www.intraship-dhl.co.uk

A customer user guide for booking time definite international and domestic shipments online.

DHL EXPRESS

CONTENTS

HOW TO USE THIS GUIDE

In the first section of this step-by-step user guide you will learn how to prepare a shipment online, using DHL IntraShip. The second section takes you through lots of handy, optional features which are designed to simplify your booking process, help you with reporting and save you time.

Look out for the tips and important information. These will help you to speed up your booking process and complete all data fields accurately.

Preparing and booking your shipment

NON-DOCUMENT (Dutiable shipments)	DOCUMENT (Non-dutiable shipments)

STEP 1
Adding your Shipper and Receiver details

STEP 2
Creating your Shipment and Piece details

STEP 3 (non-documents only)
Creating your Export Documentation

STEP 4
Printing your Label (and Export Documentation)

STEP 5
Making the Booking (requesting a pick-up)

STEP 6
Printing your End of Day Report

SOME POINTERS TO HELP YOU…

- **The TIP icon**
  Wherever you see this symbol, you'll find all sorts of tips – from helping you search for addresses to creating shipment reports.

- **Important information**
  Look out for the boxes with this symbol. They contain important information that you need to know in order to complete your booking or action correctly.

- **Mandatory fields**
  When entering your data you'll notice that some of the data field headings (e.g. company name) are highlighted in **bold**. These fields are mandatory and must always be completed.
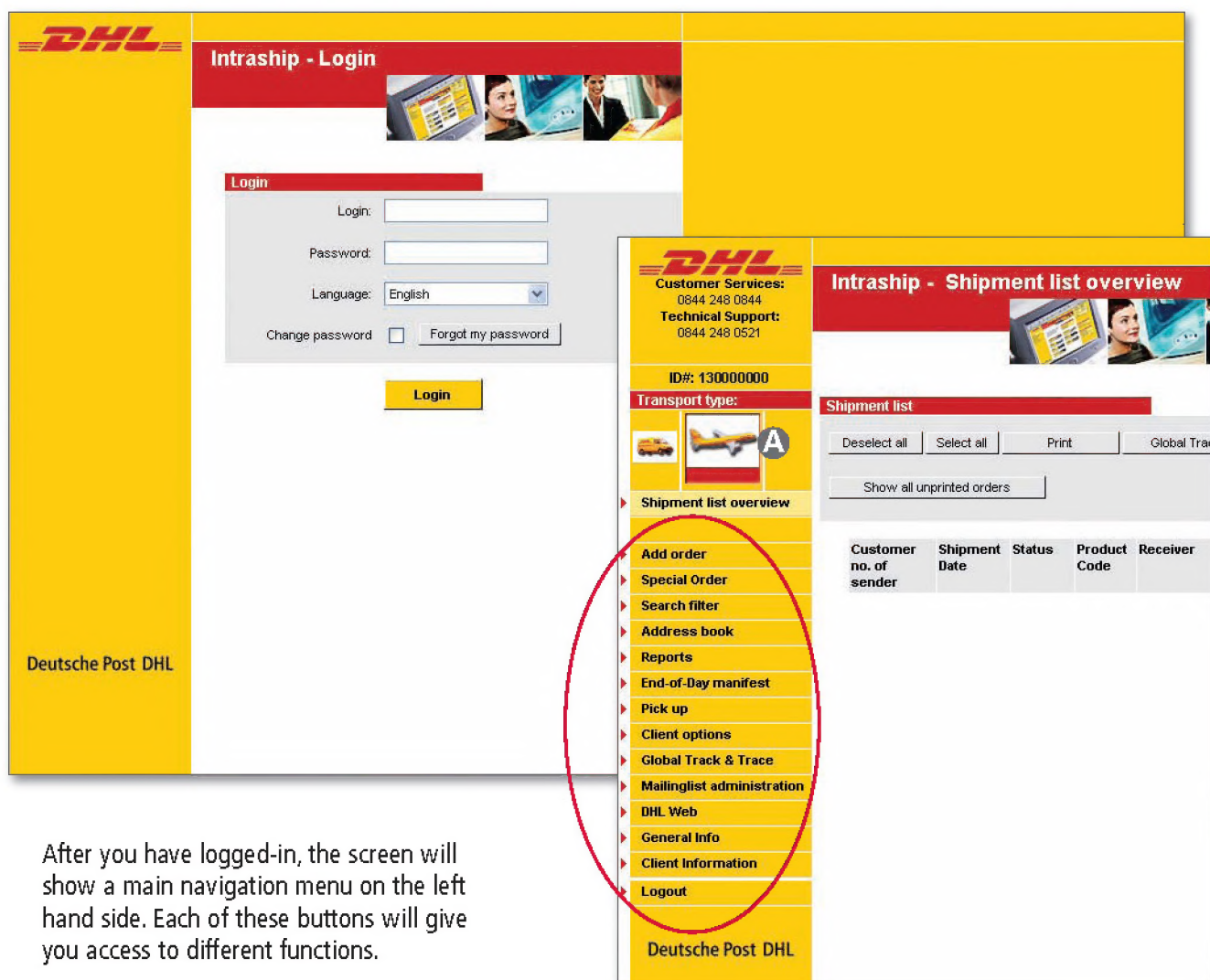
System requirements

- A DHL account
- Internet access
- Printer
- Email

Compatible browsers are:
- Mozilla Firefox
- Microsoft Internet Explorer
- Apple Safari
- Google Chrome
- Opera

LOGIN

To login, connect to the internet and navigate to **www.intraship-dhl.co.uk**
DHL IntraShip is compatible with most browsers.

After you have logged-in, the screen will show a main navigation menu on the left hand side. Each of these buttons will give you access to different functions.

If the IntraShip session is inactive for more than 5 minutes, as a security measure you will be automatically logged out. If you were in the middle of creating a shipment, then this data will be lost.

Ⓐ If you ship both time definite and day definite shipments, a van and aeroplane symbol will appear in the main navigation on the left. Click the aeroplane button for time definite.

STEP 1: ADDING YOUR SHIPPER & RECEIVER DETAILS

To prepare your shipment use the **'Add Order'** function from the menu. There you will find all the options you need to process your shipment. Start with 'Shipper' and move through the tabs. Mandatory fields are in bold.

Shipper | Receiver | Shipments details | Piece Details | Export Document | Notify Receiver
[for non-documents only]   [optional]

You can prepare a shipment and book a collection from any UK address. This 3rd party address can be typed into the Shipper tab fields.

If you have shipped before using DHL IntraShip, your previous shipper address and information is automatically displayed. If this is not required, simply type in another shipper's details or click 'Clear Fields' followed by 'Search' to choose a previously stored address.

If it is the first time you are shipping you will need to enter your shipper details. After doing this you can store the shipper information by clicking 'Add Address'.

A   To store a new shipper address click 'Add address'.

B   To choose a previously stored shipper, click 'Clear fields' and then 'Search'.

C   To update an existing address click on 'Update address'.

ADDING YOUR SHIPPER & RECEIVER DETAILS

Mandatory fields are in bold.

Shipper | Receiver | Shipments details | Piece Details | Export Document | Notify Receiver
[for non-documents only]   [optional]

1 Click the Reciver tab and type in the receiver's details. To store this new Receiver address click on 'Add address'.

Please note, if you enter an email address on the receiver screen, the recipient will automatically receive an email after the shipment data has been sent (manifested) to DHL.

A To update an existing address click on 'Update address'.

B To select a Receiver from the Address book click 'Clear Fields' and then the 'Search' button, or type in a postcode and hit the 'Find postcode & city button' (UK addresses only).

STEP 2: CREATING YOUR SHIPMENT & PIECE DETAILS

The Shipment Details tab is where you input information for the type of shipment and service that you require. Mandatory fields are in bold.

Shipper | Receiver | Shipments details | Piece Details | Export Document | Notify Receiver
[for non-documents only]   [optional]

Please note the 'Terms of trade' are defaulted to 'DAP'. If needed, you can use the drop down box to select the appropriate terms.

You will only be shown services available to the receiver's post/zip code.

1 Click on the 'DHL Services' button to change the product you wish to ship on (please note that the Close of Business delivery product is selected as a default).

2 Choose your 'Shipment type'.

If the shipment is dutiable (i.e. non-document) enter a 'Declared value' for the shipment. (You will also need to complete the Export Document tab, see p.9).

3 Enter a 'Shipment reference' which is your own reference.

A If you wish to insure your shipment, enter the declared value of the shipment and the amount you wish to insure the shipment for (insurance amount cannot be higher then the declared amount).

B If your shipment has only **one piece**, you can enter the weight and dimensions on this screen. If there are more, then use the Piece Details tab.

C You can click on 'Content Description' to bring up a pre-defined description. See p.20 in the Optional section to find out how to set this preference.

SHORT CUT: If you are sending **one piece** and it is **documents**, after completing this screen, go directly **p.10.**

CREATING YOUR SHIPMENT & PIECE DETAILS

The Piece Details tab is where you input information about the size and weight of each piece in your shipment.

Shipper | Receiver | Shipments details | Piece Details | Export Document | Notify Receiver
[for non-documents only]   [optional]

Ⓐ You can store package details and use them again for other shipments. See p.21 for details.

❶ Click on the 'Piece Details' tab and complete the mandatory fields.

The volumetric weight is automatically recorded when you complete the dimensions.

❷ Click 'Add package'.

Repeat the steps for multiple pieces.

SHORT CUT: If you are sending **documents (non-dutiable shipments)**, you will not need to create any export documents. After completing this screen, go directly to **p.10.**

STEP 3: BUILDING YOUR EXPORT DOCUMENTATION

For NON-DOCUMENT (DUTIABLE) shipments only:

If you are sending a non-document shipment you will need to prepare and print your export documentation using the 'Export Document' tab.

Shipper | Receiver | Shipments details | Piece Details | Export Document | Notify Receiver
[for non-documents only]   [optional]

1 Click on the 'Export Document' tab and complete all the mandatory fields.

2 Click on the 'Line items' button to add details of your package(s).

3 Complete all the mandatory fields.

4 Click on 'Add'.

Repeat steps 3–4 to add more items.

5 Once finished, click on the 'Return' button.

All non-document shipments must have export documentation i.e. a commercial or proforma invoice. Failure to do this will delay your shipment at customs.

A COMMERICAL INVOICE is needed for all buisness related transactions e.g. when items have been sold.

A PROFORMA INVOICE applies to a non-sales related transaction e.g. samples, gifts, intercompany material.

The total value of the shipment must add up to the declared value you have entered in the 'Shipment Details' tab.

'Country of Origin' is the country of manufacture, NOT country of export.

If the shipment is not being shipped today then please change the date to the actual shipping date.

STEP 4: PRINTING YOUR SHIPMENT LABEL/PAPERWORK

Now that you have prepared your shipment, you can choose whether to print your label (and any export documents) now, or later.

Shipper | Receiver | Shipments details | **Piece Details** | Export Document | Notify Receiver
[for non-documents only]   [optional]

To print your label (and export documents) NOW:

Click on 'Save/Print' at the bottom of the screen.

Your shipment label and, if necessary, export document (commercial or pro-forma invoice) will open in PDF format.

NOTE: Either prints your label only (for document shipments) OR your label plus export documents (for non-document shipments).

When complete, go to step 5 p.13.

If you are using a thermal printer and have export documents, go to the next page (p.11).

To print your label (and export documents) LATER:

Click on 'Save and return'. This will place your shipment in 'Shipment list overview' (in the left hand navigation menu) for printing later on. See p.12 for full details.

At this stage you can use the 'Notify Receiver' tab if you wish to inform your recipient, or anyone else, that the shipment is on its way. Please see p.16 for details.

PRINTING TO A LABEL PRINTER

If you are using a thermal label printer to print your labels, please follow the setup below to print your export document to an A4 printer.

Shipper | Receiver | Shipments details | Piece Details | Export Document | Notify Receiver
[for non-documents only]   [optional]

1 Click 'Print Export Document' at the bottom of the page.

A pop up will appear with the export document. Please ensure you print this document.

This step is only applicable if you are printing to a label printer.

PRINTING FROM SHIPMENT LIST OVERVIEW

If you had previously clicked the 'Save and return' button when creating your shipment, your shipment paperwork would have been stored in the 'Shipment list overview'. Access this button to print the waybill (and export document if relevant) for your shipment.

Printing the waybill

1 Put a tick next to the shipment(s) you would like to print and click 'Print'.

LABEL PRINTER ONLY:
If printing to a label printer and your shipment contains Export documents, click on the 'Customer number' and then click 'Print Export document'.

A To print all your shipment paperwork at once, click 'Show all unprinted orders', then click the 'Print' button.

B To make a copy of a shipment click on the 'Copy' icon.

C To send the waybill to the email address defined in the 'Shipper' tab, click the 'Email' icon. This is useful for 3rd party collections.

STEP 5: MAKING A BOOKING USING PICK UP

If you do not have a regular collection, you will need to make a separate booking request for a courier to collect your shipments. This can be done using the 'Pick up' feature which will activate a collection from the Shipper's address.

Remember: If you already have a regular collection set up with DHL, you will not need to request a pick-up.

1. Click on 'Pick up'.

2. Click on 'Load'. Select your shipper/pickup address.

   Complete all mandatory fields.

3. Click on 'Request Pickup'.

   A booking reference for the pickup will be displayed on the screen and a booking has been made.

Ⓐ If you want to save these pick-up details to access later, click 'Pickup Defaults'.

Ⓑ Click 'Pickup overview' to show historical pick-up details using criteria such as date range, account number, etc.

Ⓒ The format for the 'Ready by' time and 'Closing time' is HH:MM i.e. 18:00

Please ensure you keep your booking reference handy as you may need to refer to this when speaking to us about your shipment.

STEP 6: PRINTING THE END OF DAY REPORT

After completing the last shipment of the day you will need to run the 'End-of-Day-report'

1 Click on the 'End of Day Manifesting' button on the main navigation menu at the left of the screen.
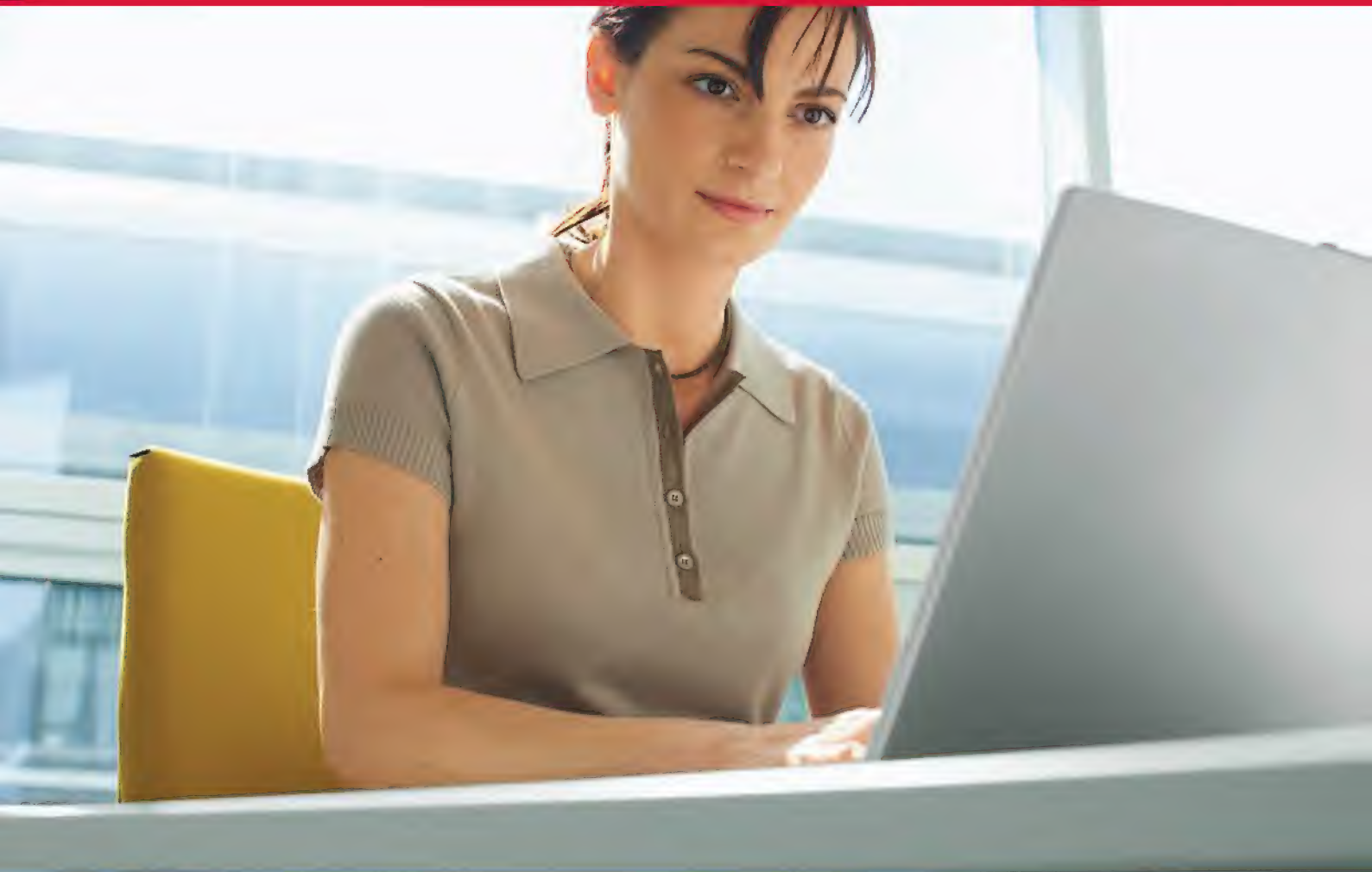
2 Click 'Creation EOD Report'.

3 Select the date range you would like to see your Manifest report for.

4 Select your origin code.

5 Click 'Load'.

6 Then click 'Create end-of-day manifest'.

The manifest report will open as a PDF file.

Print the manifest report via the print button at the top of the screen.

OPTIONAL FEATURES

The following section will introduce you to some handy features to help you with your everyday shipping process. These optional functions can help you notify your receiver that their shipment is on its way, track your shipments, search for shipment data, build your address book, create reports from your historical data, change your password or invoice address, store and retrieve package details, customise your screen and default your data to suit you.

NOTIFYING THE RECEIVER OF THEIR SHIPMENT

If you want to advise someone that their shipment is on its way, use the 'Notify Receiver' function. This will send an email to your Receiver, or any other contact you choose, enabling them to track the shipment.

Prepare a shipment in the normal way via the 'Add Order' button. After completing the Piece Details tab, follow the steps below:

1 Click on the 'Notify Receiver' tab. (This function is optional so only complete this section if you want to e-mail the receiver or any one else about the shipment).

2 Enter the 'E-Mail text' you would like the receiver to see.

3 Enter the 'Name of the receiver'.

4 Enter the 'E-Mail' address of the receiver.

5 Click on 'Add'.

Repeat steps 3–5 to add more contacts.

If you have added an email address in the Receiver screen, a notification will automatically be sent to that email address.

Shipment notifications will only be emailed after the shipment data has been transmitted (manifested) to DHL.

USING THE SEARCH FILTER

The 'Search filter' can help you find shipment data using specific search criteria, such as date, status and account number.

1 Click on the 'Search filter' button on the main navigation menu at the left of the screen.

2 Enter your Search criteria.

3 Click the 'Load' button.

You will now see all shipments within your search criteria on the Shipment list overview screen.

A If you send time definite and day definite shipments, and want to apply your search criteria to both types of shipments, tick the 'Search across business units' box. Then click either the PLANE symbol for time definite, or the VAN symbol for day definite, to view the details. Results will appear in the Shipment list overview screens.

B To clear the criteria applied to the Shipment list overview screen, click 'Clear Filter & Return'.

If you can't see the shipment you have recently created, it is likely to be because you have the filters on.

The shipments that will appear in the Shipment list overview are those that you applied in your search criteria.

TRACKING YOUR SHIPMENT

You can track the status of your shipment at any time using the 'Search filter' or, if you know your waybill number, the 'Global Track & Trace' function.

1 Search for the shipment(s) you wish to track using the 'Search' filter as in the previous page (p.17). Your results will appear in the Shipment list overview screen.

2 Select your shipment(s) by ticking the relevant box(es) under the 'Select' column.

3 Click on the 'Global Track & Trace' button.

Your results will be shown in a new window on the DHL Tracking website.

A If you know the waybill number of the shipment you wish to track, click on the 'Global Track & Trace' button on the main navigation menu at the left of the screen.

B Type in your waybill number in the 'Shipment No' box.

C Click the 'Global Track & Trace' button.

Your tracking result will appear in a separate window.

CREATING REPORTS

The 'Reports' feature enables you to create reports from your shipment history and email them at the same time.

1. Click on the 'Reports' button on the main navigation menu at the left of the screen.

2. Click on the 'Export Shipment Details' button.

3. Enter the 'from and to' date range for your comprehensive report.

4. Enter the e-mail address of where this report should be sent to.

5. Select the status of shipments you wish to see on the report. (Choose the status 'Manifested' to see all shipments that were sent via DHL).

6. Click on 'Create history transmission'.

The e-mail recipient should now receive an e-mail containing the Report as a semi colon delimited text file.

SETTING YOUR DEFAULTS USING CLIENT OPTIONS

To speed up your booking process, DHL IntraShip has a handy feature which enables you to 'default' your data in various ways:

- Description of content
- Shipment type
  (i.e document or non-document)
- Terms of trade
- Declared value of shipment
- Insurance value
- Number of packages

1 Click on 'Client options'.

2 Click on 'Defaults'.

3 Click on 'Standard defaults'.

4 Populate the fields you require.

5 Click 'Add'.

A To update any of the items in your default list, simply click the item, make the changes and click 'Update'.

Intraship - Client options

Customer Services: 0844 248 0844
Technical Support: 0844 248 0521

ID#: 130000000

Transport type:

Shipment list overview
Add order
Special Order
Search filter
Address book
Reports
End-of-Day manifest
Pick up
Client options
Global Track & Trace
Mailinglist administration
DHL Web
General Info
Client Information
Logout

Import receiver addresses
Export receiver addresses
Import sender addresses
Export sender addresses
Defaults **2**
Import shipping orders
Receiver Import Mapping
Shipment Import Mapping
Return

Intraship - Defaults

Services: 844
Support: 521

ID#: 130000000

Transport type:

Shipment list overview
Add order
Special Order
Search filter
Address book
Reports
End-of-Day manifest
Pick up
Client options
Global Track & Trace
Mailinglist administration
DHL Web
General Info
Client Information
Logout

▶ Standard descriptions   ▶ Standard defaults **3**   ▶ Product weights

Standard defaults

Description
Commodity-code
Document ⦿
Non-Document ○
Add **5**
Update **A**

Export reason
Terms of Trade
DAP
4

Declared value
0.00
Currency of declared value
GBP
Marked as default ☐

Insurance Value
0.00
Insurance Currency
GBP

Number of packages
Country of origin
United Kingdom
Account

Description	Shipment type	Account	Marked as default
Declared value	Currency of declared value	Number of packages	
Insurance Value	Insurance Currency		
Commodity-code	Export reason	Country of origin	Terms of Trade
▶ DEscription	Document	130000279	
555.0	GBP	2	▶ Delete
555.0	GBP		
022	Export Reason	GB	DAP

STORING AND RETRIEVING PIECE DETAILS

If you are sending the same piece to many different addresses, you can store the weight and dimensions details once, ready to retrieve easily each time you need to use them again.

Shipper | Receiver | Shipments details | **Piece Details** | Export Document | Notify Receiver
[for non-documents only]   [optional]

1. Click on the 'Piece Details' tab.

2. Type in the weight of your package.

3. Type in the dimensions of your package (optional), package reference (optional) and description of the item.

4. Click on 'Save as standard package'.

The package is now stored in DHL IntraShip.

To retrieve a standard package:

5. Click on 'Enter standard package'.

6. Click on the package you wish to ship.

7. Click on 'Add package'.

COMBINING YOUR SHIPPER AND RECEIVER SCREEN

If you prefer to have your Shipper and Receiver screens in one tab whilst making your booking, you can do this easily with one click.

Start to make a booking in the normal way via the 'Add Order' button.

1 When you are in the Receiver tab, tick the box named 'Combined shipper & receiver screen' to merge these screens.

The Shipper screen is now merged into the Receiver screen.

2 Simply select the Sender from the 'Sender address' drop down menu.

If you want to change the menu back to the original view then simply un-tick the 'Combined Shipper & Receiver screen' box.

USING THE ADDRESS BOOK

The 'Address book' feature enables you to add, store and edit all your **receiver** contacts in one place.

① Click on the 'Address Book' button on the main navigation menu at the left of the screen.

Ⓐ To add a new receiver address click 'New address'.

Ⓑ To edit an existing receiver address click on the address record. (Clickable fields are in bold).

Ⓒ To delete an existing receiver address click 'Delete' next to the address record.

For Shipper address book, click on 'Add Order', Shipper tab, then 'Search'.

CHANGING THE INVOICE ADDRESS

If you are sending a **non-document shipment**, and you need to define a different invoice address on your export document, this can be done simply in the 'Shipper' tab.

Shipper | Receiver | Shipments details | Piece Details | Export Document | Notify Receiver
[for non-documents only]   [optional]

Start to make a booking in the normal way via the 'Add Order' button.

1 Click on the 'Invoice Address' button on the Shipper tab.

2 Complete the Address fields (remember, you'll need to fill in all the bold fields as these are mandatory). This address will now be shown on the Exports documents.

N.B: If you had previously completed the 'Export Document' tab, then this address will appear on your export document.

REPRINTING THE END OF DAY REPORT

If you need to reprint your end of day report, use the 'End-of-Day manifest' feature.

1 Click on the 'End of Day Manifesting' button on the main navigation menu at the left of the screen.

2 Click 'Creation EOD Report'.

3 Select the date range you would like to see your Manifest report for.

4 Select your origin code.

5 Click 'Load'.

6 Then click 'Create end-of-day manifest'.

The manifest report will open as a PDF file.

Print the manifest report via the print button at the top of the screen.

CHANGING YOUR LOGIN PASSWORD

If you need to change your password at any time, this can be done simply
via the DHL IntraShip login page.

1 Go to the DHL IntraShip login page at www.intraship-dhl.co.uk

2 Enter your username and existing password.

3 Tick the 'Change password' box.

4 Click 'Login'.

5 Enter your new password.

6 Confirm your new password.

7 Click on OK.

Your password has been successfully changed.

ADVANCED FEATURES FOR HIGH VOLUME SHIPPERS

Below are some advanced features for high volume shippers needing that little bit extra from DHL IntraShip. You'll find these features easy and convenient, saving you time and effort when you are processing many shipments at once.

IMPORT RECEIVER ADDRESS

To save you time entering your receiver addresses manually into your Receiver address book, you can import your list of your receiver addresses (as a CSV or text file) straight into DHL IntraShip. You will need to set up this function before use but it can be done easily with the help of our DHL Technical Support team.

SHIPMENT IMPORT

If you generally have the same shipment being sent to many different addresses, you can save time by using the 'Shipment import' feature. This allows you to upload a CSV or txt file containing all your shipment data. This will automatically generate your shipments in DHL IntraShip without the need to manually enter the data. To activate this feature please contact the DHL Technical Support team.

SHIPMENT CONSOLIDATION

If you have many shipments going to the same address, you can speed up your booking process by importing the information. This feature will save you time entering the shipment data manually each time. The DHL Technical Support will help you set this up.

MAILING LIST

If you need to send exactly the same shipment (i.e a shipment with the same contents and weight) to many different addresses, DHL IntraShip has a feature that allows you to create a mailing list and generate labels for each shipment. You will need to activate this feature to use it. Please contact the DHL Technical Support team for help.

For step-by-step guides visit **www.intrashipcbt-dhl.co.uk**

For help setting up these features please contact the DHL Technical Support team on **0844 248 0521** or email **ecomuk@dhl.com**

Alternatively, to find out how these features can help your business, please contact your DHL Account Manager.

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